CONTACT INFORMATION
www.doralusa.com

Doral Customer Service
800.341.8478
- Press 1 for Automated Eligibility (via IVR System)
- Press 2 for Benefits, Eligibility, and History
- Press 3 for Claims and Payment Questions
- Press 7 for Provider Web Questions

Doral Utilization Review
800.294.9650

Via Email
- Electronic Technical Support eclaims@doralusa.com
- Claims Payment Questions denclaims@doralusa.com
- Eligibility or Benefit Questions denelig.benefits@doralusa.com
- Utilization Review ddusa_um@doralusa.com
- Provider Access to Web Portal & Other Features

Doral
A DentaQuest Company

Doral DIGEST

A DentaQuest Company

DORAL INTRODUCES NEW WEBSITE ENHANCEMENTS!

In an effort to continually provide valuable practice management resources and services to providers, Doral has added features to its website that we can't wait to tell you about! Recently, we upgraded our provider website, Web Provider Services (WPS), to the new Provider Web Portal (PWP).

What's new?

Do you want to know the amount of your next check? Are you concerned that you may have missed a check? Go to "View Payment Status" on the main menu. Here, you may view all checks that have been issued to your payee, whether they are pending release or if they have been mailed.

Do you want to limit your practice to a specific geographic area? Do you want to only perform dental services to a specified age group? You can view your current referral profile by clicking on "View Location Information." To request changes to the information, simply click "Request Change" to send an e-mail with the new specifications. If additional information or clarification is required, one of Doral's provider representatives will contact you.

Do you want to submit requests for prior authorization online, but do not have the capability to scan x-rays? Doral has made the prior authorization process easier for you! Instead of attaching scanned x-rays, just click "Print Attachment Form" after all other information is entered. Simply attach your x-rays or other supporting documentation to the form and send it to Doral where it will be matched to the online request. A determination will occur within 14 days of receiving the x-ray(s) and supporting documentation.

But that's not all!

- Many of the existing features of Doral's provider website have been enhanced to make it easier for you to access and view information. In fact, the new PWP meets all accessibility standards set forth by the Americans with Disabilities Act (ADA).
- The "Main Menu" page is redesigned and organized by category for quick navigation.
- The PWP can be viewed with any web browser, not just "Internet Explorer"

As mentioned earlier, Doral has launched the PWP as an alternative to its existing Web Provider Services (WPS). As a result, you can now access the PWP with your existing username and password at https://www.doralusa.com/providerservices. Once you have a chance to explore PWP, let us know what you think!

ELECTRONIC PRIOR AUTHORIZATIONS AND CLAIMS

Participating Providers may submit claims and/or prior authorizations directly to Doral by utilizing the "Provider's Only" section of our website. Submitting claims and authorizations via the website is very quick and easy. It is especially easy if you have already accessed the site to check a Member's eligibility prior to providing the service.

To submit claims or prior authorizations via the website, simply log on to www.doralusa.com. Once you have entered the website, click on "Doral Dental USA", and then click on "For Providers Only." You will then be able to log in using your password and ID. First time users will have to register by utilizing their Doral 6 digit Location ID prior to logging in. Once logged in, select "enter a dental claim now" or "enter a dental authorization now" and enter the Member's applicable information in the field provided. It is NOT necessary to enter the Member's last name and/or first initial; only the identification number, date of birth, and date of service are required. Next you will click on the word "before" that appears below the Member's DOB field to verify eligibility and populate the name fields automatically. Once this information is generated you may now begin to enter the claim or prior authorization line detail to complete the submission.

If you have questions on submitting claims, prior authorizations or accessing the website, please contact our Systems Operations Department at 888-560-8135 or via e-mail at: operations@doralusa.com

NATIONAL PROVIDER IDENTIFIER

The National Provider Identifier (NPI) is a 10-digit unique standard identification number for health care providers that must be used with standard HIPAA transactions (when a provider identifier is required to be submitted as part of the transaction). The NPI must be used regardless of the health care carrier involved. All health care providers who transmit health information electronically in connection with HIPAA-covered transactions can begin using it on **May 23, 2007**. Previous communications from Doral required a mandatory effective date of May 23, 2007, for the initial submission of your NPI number; however, a recent CMS communication allowed a twelve month contingency plan to allow payers additional time to obtain their necessary NPI numbers. The new required date for NPI submission is May 23, 2008, where the regulation will be enforced by CMS. **Please note: This does not mean that you can wait until May 23, 2008 to obtain and submit your NPI information.** Some of Doral's clients are requiring 2007 implementation dates. Therefore, please apply for and submit your NPI number to Doral right away to avoid reimbursement issues.

Doral Dental was prepared to accept NPI on electronic and paper claim transactions on May 23, 2007, even though providers are not required to begin sending NPI information via claims. Doral Dental legacy identifiers will remain the primary means of processing claims. Therefore, legacy identifiers must be included at this time if a provider chooses to submit NPI. At a future point, Doral Dental will require providers to include NPI on all claims.

There will be a dual use period when Providers or their organization and its sub-parts will be asked to submit claims using both the NPI and your Doral Dental ID number. We will notify you when this dual use period will begin and end.

Doral Dental encourages providers to use the 2006 ADA form. Fields 49 and 54 on the 2006 form have been allocated for NPI. Currently, providers must enter their legacy Doral Dental provider id in fields 52A and 58 of the 2006 ADA form.

For older ADA forms, providers should continue to provide the same information as they are presently providing, using their legacy id numbers. Once Doral Dental begins to require NPI on paper claims, providers can enter the NPI in the same field numbers (fields 49 for billing NPI and 54 for treating provider NPI).

Thank you for your participation in the Doral Dental network, and for your commitment to our members. If you need further assistance, please contact Doral at 800.685.9971.

EVIDENCE-BASED DENTISTRY – WHAT IS IT?

The American Dental Association (ADA) defines Evidence-Based Dentistry (EBD) as:

"…an approach to oral health care that requires the judicious integration of systematic assessments of clinically relevant scientific evidence, relating to the patient's oral and medical condition and history, with the dentist's clinical expertise and the patient's treatment needs and preferences." Three aspects-scientific evidence, clinical expertise, and patient needs and preferences are the necessary components in any clinical decision; none alone are sufficient to ensure optimal oral health outcomes. Further, it is the ADA position that EBD is not: "cookbook" dentistry; a rigid methodological evaluation of scientific evidence that dictates what practitioners should or should not do; or a cost containment tool promulgated by third-party payers.

At Delta Dental Plan of Massachusetts, Doral's sister company under DentaQuest, we support the ADA's definitions of what EBD is, and what EBD is not. Our mission is to improve the oral health of the residents in the regions we serve. EBD is one of many approaches that move us collectively toward that goal.

As a service to you and your staff, we hope to share information in this and future issues of the Doral Digest about some of the current issues in EBD and provide helpful resources. As always, we welcome your questions and feedback.

For more information on EBD, please contact us at Delta Dental Plan of Massachusetts at ebd@deltadentalma.com

For additional resources on EBD:

American Dental Association
http://www.ada.org/prof/resources/topics/evidencebased.asp

Center for Evidence-Based Dentistry   http://www.ihs.ox.ac.uk/cebd/

Center for Evidence-Based Medicine   http://www.cebm.utoronto.ca/

HELP US HELP CHILDREN

Please encourage parents to bring their children to your office for routine examinations and cleanings.

Dependable dental care for young children is critical to establishing good life-long oral hygiene habits. Establishing a dental home for young patients allows care to be delivered in a comprehensive, consistent and coordinated way. Exposing recently-erupted teeth to routine prophylaxes, fluoride treatments and oral hygiene instruction enhances pain-free dental health. Early signs of disease can be detected and treated. Parents can be educated on proper diet and methods of home care.

Children deserve a chance to have healthy teeth. They deserve consistent dental care so they can attend school free of dental pain.

Oral Health Educational Materials are available via Doral's website at www.doralusa.com. Simply click on "Member and Education Materials", find the state in which you practice, and click "Go." These materials are free for you to dowload and share with patients.

DOCUMENTATION OF REFERRALS TO SPECIALISTS:
AN EFFECTIVE RISK MANAGEMENT TOOL

The purposes of risk management are to avoid or reduce loss of resources and to minimize the effects of loss through planning, organization and administration. Risk management minimizes loss through the implementation of preventive measures. A major preventive measure used to avoid loss is Adequate Record Keeping. To that end, the bullets listed below suggest a system of documentation to use when referring a patient to another doctor for consultation/follow-up:

• When referring, **document the referral** (including the date and name of the doctor referred to and the reason for the referral) in the progress notes or in an area of the chart designated for referrals.

• **Continue to track and document the status of the referral** in the patient's chart, noting whether the patient has acted on the referral (sees the doctor) or has refused to do so.

• If the patient has acted on the referral, **document/file all communications from the referred doctor in consecutive order** in a designated section of the chart.

• If the patient has not acted on the referral, **document your continued emphasis** on the importance of seeing the recommended doctor and the patient's response to such.

Referrals to specialists are a normal part of the process to manage patient treatment. Following the risk management principle of Adequate Record Keeping helps avoid loss while improving quality of care.

For additional information, please contact Dr. Kathryn Arena, Associate Dental Director, Doral Dental USA, at 800.417.7140 extension 3188.
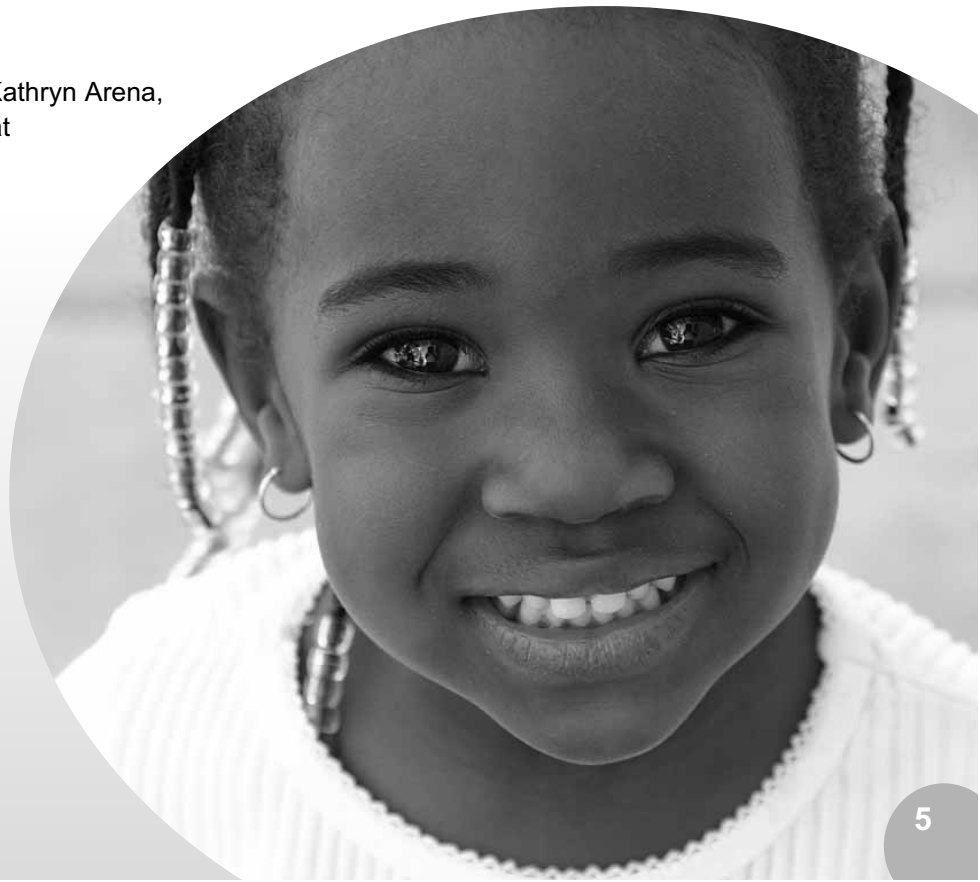
DOWN WITH UPCODING

Upcoding is the practice of billing for a more complex procedure when a less complex procedure has been completed.

Doral employs several systematic methods of detecting upcoding. A statistical evaluation is done to measure relationships among dental procedures, comparing the outcomes of various treatments of one office with the average outcomes of all offices in the network. For example, a report can be created showing how many teeth are extracted shortly after they have received restorations. Or, a report can show how many teeth require root canal therapy after having had crowns placed.

Doral also measures 75 dental procedure codes for frequencies per individual dentist and per 100 members in the entire network. These codes account for 95 percent of all procedures submitted. A report is compiled which ranks dentists by their variance level, selecting the offices with the highest aggregate numbers for further review.

To further explore issues, Doral contacts the offices in question and requests relevant patient records for review to verify the accuracy of treatment. Any coding or apparent quality of care issues are noted and when appropriate, followed by further investigation or a corrective action plan, if appropriate. All investigations are strictly confidential.

Some procedures that frequently appear to be upcoded in some markets are:

- Doing a one-surface restoration (occlusal) and billing for a multi-surface restoration (occlusal-buccal-lingual);
- Doing a prefabricated post and core (Code D2954) and billing for a cast post and core (Code D2952);
- Doing a sealant (Code D1351) and billing for a one-surface composite (Code D2391); and
- Doing a routine extraction (Code D7140) and billing for a surgical extraction (Code D7210).
- Doing a prophylaxis (Code D1110) and billing for gross debridement (Code D4355) or scaling and root planing (Code D4341/D4342) for patients under age 18.

In conclusion, Doral encourages dentists to accurately document the care they provide to patients and bill for services actually provided.

WHAT IS THE DORAL SAVINGS GROUP?

Doral Savings Group is a value-added program designed for Doral Dental providers! The Savings Group will save you both time and money when ordering your dental supplies.

You may have been ordering from a specific supplier for years or you may utilize a significant number of suppliers within the industry – but as a value-added component of participation within Doral's provider network – you have the opportunity to take advantage of significant savings with DHPI.

There is no membership fee and since you are already a contracted provider, you are able to start saving money on the supplies you already use in your practice! In fact, you are eligible for a discount on your very first order! Your supplies are shipped same day from a central Midwest location with delivery scheduled within 2-3 business days to most of the United States via UPS or FedEx.

To place an introductory order or request a no-obligation quote on the products frequently used in your office, please contact your Account Manager at 1.866.210.4635 or order online at www.doraldentalgroup.com. Doral Savings Group thanks you for working to improve the oral health of your community. We look forward to servicing your dental supply needs.

ANNUAL DOCUMENTS

To receive a copy of the 2007 Quality Improvement and Utilization Management annual documents, please contact us at 800.341.8478.

INTERESTED IN ASSISTING AT COMMUNITY HEALTH FAIRS?

Doral often partners with our health plans to find dental providers to conduct dental screenings at community health fairs. Provider compensation is provided. If you are interested in providing screenings at health fairs please email Cindy Sellon at cssellon@doralusa.com. Cindy will then contact you when a health fair is scheduled in your area.